

AMERICAN FORK CITY  
COUNCIL MEETING MINUTES  
NOVEMBER 19, 2015

Members Present:

Clark Taylor	Councilman (Mayor Pro-Tem)
Brad Frost	Councilman
Jeff Shorter	Councilman

Members Absent:

James H. Hadfield	Mayor
Carlton Bowen	Councilman
Rob Shelton	Councilman

Staff Present:

Amanda Durrant	Acting City Treasurer
Craig Whitehead	City Administrator
Richard Colborn	City Recorder
Josette Walker	Fire Secretary
Cherylyn Egner	Legal Advisor
Colleen Eggett	Library Director
Derric Rykert	Parks and Recreation Director
Lance Call	Police Chief
Bev Davis	Police Secretary
Audra Sorensen	Public Relations/Economic Development
Jo Ann Scott	Public Works Administrative Assistant

Others Present:                   Jeremy Roos, IT Consultant  
  One additional person

In the absence of Mayor Hadfield Mayor Pro-Tem Councilman Clark Taylor Chaired the meeting.

**WORK SESSION**

*The purpose of City Work Sessions is to prepare the City Council for upcoming agenda items on future City Council Meetings. The Work Session is not an action item meeting. No one attending the meeting should rely on any discussion or any perceived consensus as action or authorization. These come only from the City Council Meeting.*

The American Fork City Council met in a work session on Thursday, November 19, 2015, in the American Fork City Offices, 51 East Main Street, commencing at 3:30 p.m.

1.     **PRESENTATION AND DISCUSSION ON A NEW VOICE OVER IP (VOIP) PHONE SYSTEM FOR THE CITY OF AMERICAN FORK.** *(Requested by George Schade)*

Jeremy Roos reviewed the process taken to get to this point. About two months ago Mr. Whitehead asked him to look into potential phone systems. One that he was asked to look at was Ooma. He contacted Ooma and after explaining what the needs of the City were they informed him that they did not handle systems that large. They were a 20 user or less system.

Mr. Roos then solicited bids from five different vendors that already had single-mode fiber into the City's data center. They included XO Communications, FirstDigital, Windstream, Veracity, and CentraCom. He met with each two or three times. Then George Schade and Jeremy Roos narrowed it down to three vendors who then came in and presented to staff who would be using the phone system. He asked for comments from staff who attended the presentations.

Colleen Eggett reported that persons had told her that they had tried numerous times to get through the current phone system. It was frustrating for the patrons. When calls came in sometimes they were dropped in a transfer to another worker.

Jo Ann Scott explained that the phone system at Public Works was 20 years old. It was a different phone system from the others so they were not able to transfer to other departments and that was frustrating to the caller. There were eight phone lines that came into Public Works. There were two persons in the front office and at any given time they were unable to answer all the phones and help people that may be at the counter. She was excited to see the Direct Dial Phone Number feature without having to go through the front office.

Mr. Roos talked about some of the features including Call Managing which would allow the user to prioritize their voice mail by seeing all their voice mails on the computer with Caller ID. The system would also come with a software tool which would be implemented in all of the Patrol Cars which would allow them to listen to their voicemail and be able to operate and even have phone calls transferred to them while in their vehicle if they want. There would also be the ability to record phone calls. There would be a ton of features that the City did not currently have.

Mr. Roos commented that realistically every phone system they evaluated would provide these items. They were all substantially better than what the City currently had. The staff members were split on which system was best between Veracity and CentraCom.

Mayor Pro-Tem Councilman Taylor asked that they review that which was most important to staff.

Mr. Roos noted that from the staff's standpoint they liked the Yealink Phones better than the VVX and the PolyCom phones. They looked better and had a nicer color screen. The phones that CentraCom was quoting was a step above what Veracity was quoting and that reflected a little bit in the cost difference. The conference phones were pretty much the same. In the bottom line cost, Veracity was 50 percent more expensive. Veracity had

some really cool additional things to offer that CentraCom did not but the cost comparison did not equate.

Councilman Shorter arrived at 3:42 p.m.

Mr. Roos stated that along with George Schade they recommended CentraCom even though CentraCom bombed both presentations. The figures were based on a 36-month agreement but only tied in for 1 year instead of three. The City could essentially walk after one year. CentraCom had thousands of phones out there but American Fork would be CentraCom's single largest client. The City did not have a large capital expense in that all of the equipment would be leased.

Mayor Pro-Tem Councilman Clark Taylor asked how much bigger American Fork was than their next largest client.

Mr. Roos answered that CentraCom provided PBX services to Lehi City. They were handling clients larger than American Fork but not with an entire hosted solution. They would be doing everything for American Fork.

Jeremy Roos reported that American Fork had 164 total users on its phone system and there would be a 10-digit direct dial for every user as part of the package.

Councilman Frost asked that when someone called in would they still get a secretary or a computer voice.

Mr. Roos answered that it was completely configurable depending on what a department wanted.

Councilman Taylor asked how people felt about an automated teller versus a human picking up the phone.

Josette Walker expressed that she did not like it what she got an automated teller.

One preferred an automatic teller so she could get exactly where she wanted to go. Another preferred an automatic teller with a person if there was no other connection.

Mr. Roos stated that all those scenarios could be set up with this system.

Mayor Pro-Tem Councilman Clark Taylor suggested that the City have a uniform standard as to how the phones would receive calls. He liked the idea of the zero escape to where one could go directly to a human.

Jeremy Roos reported that they looked at the existing phone bill of the City which was about \$3,600 per month. The difference between what the City was paying now and CentraCom was \$6,000 a year. The customer service level was a drastic change for the better and there was employee time saving.

Craig Whitehead noted that Councilman Bowen had talked about this and suggested that the City would save money with VoIP and long distance.

Mr. Roos explained that they evaluated that. The City used less than 100 minutes a month in long distance and long distance was 1.8¢ per minute, which equated to \$1.80 a month.

Jo Ann Scott mentioned that quite often they had Tri-Tel come for a service call because of issues with the phones. She asked about those maintenance costs.

Mr. Roos answered that the City was paying Tri-Tel on average \$1,600 per year. With this system maintenance was included.

Mr. Whitehead explained that Jeremy Roos had really pushed those companies. Both companies had prepared an agreement/contract that was ready to go and it would be brought to the Council at the December 8 meeting. He asked those present if they were ready to move ahead.

Mayor Pro-Tem Councilman Clark Taylor was ready to see it move forward.

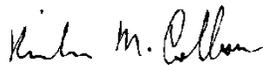
Councilman Frost asked about the two plans and if one was over and above the other.

Mr. Roos commented that many of the staff liked Veracity better but he did not think that the extra \$32,000 a year was justifiable for those extra features.

Mayor Pro-Tem Councilman Clark Taylor noted that they were moving light years ahead from where we were currently. There were no other questions or comments.

2. ADJOURNMENT

The work session adjourned at 3:53 p.m.



Richard M. Colborn  
City Recorder